



## Service Description: Cisco Solution Support Express for Application Centric Infrastructure

This document describes the Cisco Solution Support Express for Application Centric Infrastructure (ACI) service offering, which is only available for specifically designated Cisco Nexus ACI Fabric products such as the Nexus 9000 Leaf and Spine Switches, ACI Software License and ACI Application Policy Infrastructure Controller (APIC) when used as a Layer 2-3 Fabric Switch.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions) : (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Solution Support Express for ACI the end of this document have the meaning ascribed in the MSA or equivalent services agreement executed between you and Cisco.

**Sale via Cisco-Authorized Reseller.** If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions). All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Solution Support Express for ACI at the end of this document have the meaning ascribed in the Glossary of Terms at the above URL.

Cisco shall provide the Cisco Solution Support Express for ACI described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

### Services Summary

Cisco Solution Support Express for ACI is comprised of: 1) Solution Support for the Nexus 9000 Leaf and Spine Switches, ACI Software Licenses, ACI APIC, which are utilized as a Layer 2-3 Fabric Switch only; and 2) Product Support with Smart Net Total Care equivalent service delivery only on Cisco ACI Fabric devices which include Cisco Nexus 9000 Leaf and Spine Switches, ACI Software Licenses and ACI APIC.

In the event that other Cisco products not defined in this Service Description are included in the Customer's networking environment, they are included in the Solution Support for interoperability troubleshooting, but are not be eligible to receive Product Support under this offer and a separate service contract must be purchased in order to receive support on those affected Cisco products.

Cisco Solution Support Express for ACI does not provide support for third party hardware or software associated with the Layer 2-3 Fabric Switch. Separate support agreements to address the third party hardware or software are required between the Customer and the third party vendor(s) as applicable.

<h3>Cisco Solution Support Express for ACI</h3>
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#### Cisco Responsibilities:

- Cisco Solution Support Center access 24 hours per day, 7 days per week to assist by telephone, fax, electronic mail or the internet with Solution use, configuration and interoperability troubleshooting, issue isolation and case management associated with ACI. Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.
- **Product Support.** As part of Solution Support Express for ACI, Cisco shall provide the services described in the Cisco Responsibilities of the Smart Net Total Care service description, located at [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions), incorporated herein by reference, for only the Cisco devices which comprise the Solution, resulting in Technical Assistance Center (TAC)

support, Cisco.com access, software support, advanced hardware replacement, as selected, and Smart enablement. Third party products are not covered by SSPT Express for ACI.

- Manage problems according to the [Cisco Severity and Escalation Guideline](#).
- Access to Cisco.com for information on the Solution being supported. This system provides Customer with helpful technical and general information on the Layer 2-3 Fabric Switch functionality. Please note that access restrictions identified by Cisco may apply.
- Cisco will provide updates on actions taken to resolve the Customer's issue as a single point of contact.

### Customer Responsibilities:

The provision of the Service assumes that Customer will:

- Ensure that the Cisco Solution Support Express for ACI is purchased with the applicable Cisco ACI products.
- Provide a severity level as described in the [Cisco Severity and Escalation Guideline](#) for all Customer support requests.
- Customer is required, at the Customer's expense, during the term of the Services, to procure and sustain a level of technical maintenance and support on all hardware and software elements of the Solution, at no less than a reasonable level for elements operating in a production environment.
- Provide, at Customer's expense, reasonable access to Solution elements through the Internet or via modem to establish a data communication link between Customer and the Cisco engineer as applicable and systems passwords so that problems may be diagnosed and, where possible, corrected remotely.
- Provide current shipment contact information as follows: contact name, title, address, telephone number, e-mail address, and fax number.
- Provide valid and applicable contract numbers, component level serial numbers or other applicable entitlement information as requested by. Cisco may also require Customer provide additional information in the form of location of components, city location details and Postal code information.
- When requested, provide Cisco with a list of all personnel that Customer has authorized to contact Cisco or access Cisco.com for Services. Customer is responsible for reviewing the list on an annual basis and adding or removing personnel as necessary
- Update to the latest Cisco, software release, if advised by Cisco to correct a reported problem.
- Pay to Cisco all engineering time, travel, and out-of-pocket expenses if Customer request performance of Services outside the scope of this document.
- Provide any hardware and/or software required to perform fault isolation.
- Acquire and maintain technical support for all Cisco products, including application of upgrades.
- **Product Support.** Customer shall comply with the Customer Responsibilities of the Smart Net Total Care service description, located at [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions), incorporated herein by reference, for the Cisco devices that comprise the Solution.

<b>Supplemental Glossary of Terms for Cisco Solution Support Express for ACI</b>
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- **Application Centric Infrastructure (ACI)** consists of, but not limited to, the Nexus 9000 Leaf and Spine Switches, ACI Application Policy Infrastructure Controller (APIC), ACI Software.
- **Smart** means the utilization of automated software-enabled capabilities that collect network diagnostic data, analyzed and compared with Cisco's deep knowledge base to provide actionable insight.
- **Solution** means Layer 2-3 Fabric Switch in the ACI Fabric.